



RAILROAD CONTACT PHONE NUMBERS

The Town of Hamburg has been provided with the following phone numbers which have been established by the three railroads that operate within the Town. Please contact the appropriate railroad in the event of railroad related emergencies or other general problems associated with railroad operations. When calling, please have as much information as possible available, such as what the problem is, crossing location and number, date and time that the problem occurred, and the number of the locomotive.

Please be aware that the railroads are required to sound their train horns in accordance with current Federal regulations, which mandate that the horn be sounded 15 to 20 seconds before the locomotive reaches each grade crossing, and not greater than ¼ mile before each crossing. In addition, the horn is to be sounded in a standard sequence of 2 longs, 1 short, and 1 long.

CSX Transportation

CSX owns and operates the three sets of tracks that run through the Town's lakeshore area, parallel to and approximately ½ mile inland from NYS Route 5 (Lake Shore Road).

1-800-232-0144 ← This toll-free number is shown in the phone book and posted on the flashing lights at each crossing. It is to be utilized in the event of **CSX railroad emergencies**, such as derailments, vehicle-train collisions, vehicles stuck on tracks, blocked crossings, trespassers on railroad property, theft, vandalism, and malfunctioning grade crossing signals and gates.

1-877-835-5279 ← This toll-free number should be called to report **non-emergency CSX railroad operational problems**, such as excessive horn usage, stopped trains with idling engines, grade crossings with uneven pavement surfaces, and other general concerns.

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RAILROAD CONTACT PHONE NUMBERS (Continued)

Norfolk Southern Railroad

Norfolk Southern owns and operates the single track that runs just east of and parallel to the CSX tracks. Norfolk Southern locomotives are black in color, with "NS" painted in white on the sides, and a black stallion logo on the front.

1-800-453-2530 ← This toll-free number is shown in the phone book and posted on the flashing lights at each crossing. It is to be utilized in the event of

Norfolk Southern railroad emergencies, such as derailments, vehicle-train collisions, vehicles stuck on tracks, blocked crossings, trespassers on railroad property, theft, vandalism, and malfunctioning grade crossing signals and gates.

1-215-448-4215 ← This number should be called to report **non-emergency Norfolk Southern railroad operational problems**, such as excessive horn usage, stopped trains with idling engines, grade crossings with uneven pavement surfaces, and other general concerns. Please leave a message, including your name, phone number, and a description of the problem. The matter will then be investigated by Norfolk Southern, and a return call will be made.

Buffalo Southern Railroad

Buffalo Southern operates the single track that runs north to south through the central part of the Town of Hamburg, including the Villages of Blasdell and Hamburg.

992-4979 ← This local number is shown in the phone book and posted on the flashing lights at each crossing. It is to be used for **both emergency and non-emergency situations involving Buffalo Southern** trains, facilities, and operational problems. If it is after normal business hours, the railroad's answering machine has further instructions for any emergencies or other problems concerning Buffalo Southern Railroad.

Federal Railroad Administration

If you feel that a railroad has not been properly responsive to your concerns, please contact the Federal Railroad Administration, which is the agency responsible for overseeing railroad safety and operations. Their local number is **551-3955**.

Town of Hamburg

In the event of a **railroad emergency**, you can also call **911** or **648-5111**. This will connect you to the Town of Hamburg Public Safety Dispatcher, who will then contact the appropriate railroad personnel and provide emergency response as necessary.